

Come work at CDSS where . . .

People come First!

***Exciting Opportunity at the California
Department of Social Services...***



Information Systems Technician

Salary Range \$ 2,480 - \$ 3,737

Full Time - Permanent



EMPLOYMENT OPPORTUNITY

We are seeking a highly motivated individual to join the Information Systems Division, Production Support Unit. Under the general direction of the Senior Programmer Analyst (Supervisor), the Information Systems Technician serves as part of the technical team responsible for scheduling and processing the Department's production jobs at the Office of Technology Services (OTech). Experience with z/OS, TSO, JCL, and ISPF is preferred. Applicants should have excellent written, oral, and interpersonal communication skills and an ability to work as a team member and independently.

Who Should Apply: State employees with current status in the classification, persons with list eligibility in a reachable rank, with interest in a lateral transfer from an equivalent class, or reinstatement. All interested applicants must submit a resume, and a standard State Application Form STD 678, with an original signature to the contact person identified. Clearly indicate the basis of eligibility in line item number 12 (Explanation) of the STD 678 (Revised 12/01).

Final File Date: **Until Filled**

If interested and would like to be part of the CDSS mission to make a difference in the life of a child, a family or an elderly person, please submit your application to:

Contact Information: Jeffrey Adge
323-3763

INFORMATION SYSTEMS DIVISION

Information Systems Technician

Duty Statement

774-1360-xxx

CONCEPT OF POSITION:

The Information Systems Technician (IST) performs under the general direction of the Welfare to Work Support Bureau Chief (Senior Information Systems Analyst (Supervisor)).

RESPONSIBILITIES OF POSITION:

The IST is responsible for scheduling and processing the Department's production jobs at the Office of Technology Services (OTech). Specific responsibilities include:

45% Submits jobs for computer processing; performs balancing procedures to ensure proper processing of systems and checking for completeness and accuracy of output; serves as a contact person for information systems analysts, programmers and system users; and troubleshoots information technology systems.

30% Assists programming analysts, programmers and users with system changes and/or processing problems, tests, analyzes then assists with the resolution. Reviews and analyzes production systems to identify possible Job Control Language (JCL) problems, recommends modifications and enhancements. Creates tests and maintains JCL for production systems. Performs program library functions, establishes retention periods for production files.

10% Under the direction of an Assistant Information Systems Analyst, codes and executes file transfers using File Transfer Protocol commands; establishes general and advanced settings and executes file transfers using Rumba Web-to-Host's native file transfer facility; encrypts files in accordance with CDSS Information Security and Privacy policies; establishes and maintains a large number of complex passwords; communicates the passwords to the internal and external interface partners receiving the compact discs (CDs) as per CDSS Information Security and Privacy policies; copies encrypted files to CDs; troubleshoots data exchange issues with programmers, system users, and interface partners.

5% Maintains control logs in according with information security requirements; organizes and files JCL listings; operates and maintains printers; mail distribution; and distributes users' listings. Develops, maintains and updates processing procedures and retention schedules.

5% Receives formal and on-the-job training in the use of the z/OS operating system, JCL, Time Sharing Option/Interactive System Productivity Facility software.

5% Performs key entry operations.

SUPERVISION RECEIVED:

The IST receives directions from and reports directly to the Bureau supervisor.

ADMINISTRATIVE RESPONSIBILITY:

None.

PERSONAL CONTACTS:

The IST has daily contact with all levels of departmental employees, other state agencies and the Department of Technology Services.

ACTIONS AND CONSEQUENCES:

The IST is responsible for assuring that jobs are submitted accurately and completed jobs are error free. If jobs terminate abnormally, make corrections and rerun the jobs. Procedures must be followed when running the jobs and error caught. Failure to detect problems with the process will result in costly reruns and failure to meet deadlines.

OTHER INFORMATION:

The IST must be